

## ENABLING GOAL

**Create an Environment That Fosters the Delivery of One VA World-Class Service to Veterans and Their Families Through Effective Communication and Management of People, Technology, Business Processes, and Financial Resources**

*VA's "enabling" goal is different from our four strategic goals. This goal and its corresponding objectives represent crosscutting activities that enable all organizational units to carry out the Department's mission.*

### Objective E.1

Improve communications with veterans, employees, and stakeholders to share the Department's mission, goals, and results and to increase awareness of benefits and services for veterans and their families

- 85% of VA employees will indicate that they understand VA's strategic goals



### Objective E.2

Recruit, develop, and retain a competent, committed, and diverse workforce that provides high quality service to veterans and their families

- The aggregate score on the *One VA* Employee Satisfaction Survey using FY 01 baseline will increase by 10%

### Objective E.3

Implement a One VA Information Technology (IT) framework that supports the integration of information across business lines and provides a source of consistent, reliable, accurate, and secure information to veterans and their families, employees, and stakeholders

- 100% of major VA IT systems subject to the Capital Asset Management process will conform to the *One VA* Architecture

### Objective E.4

Improve the overall governance of VA and the management of its business processes

- Customers will be satisfied with Shared Service Center Services 85% of the time

